

Celebrating Success

vision, lab and Public Health Department services are some of the services exempt from CarolinaACCESS.

AccessCare of Catawba County builds on the assistance provided under Carolina ACCESS by enhancing services to the twenty-one participating primary care providers. The program tracks hospital and emergency room utilization, provides immediate case management to already known high risk or high volume Medicaid patients, and encourages cooperation and coordination of programs between Social Services, Health Department, and Primary Care staff. Medicaid patients linked to a participating AccessCare provider are automatically enrolled in this program.

Medicaid for Elderly/Disabled/Blind

Medicaid is a significant source of funding for nursing home care, medical care and prescription drugs for elderly, disabled and blind citizens. It also helps provide home- and community-based services to individuals who would otherwise require nursing facility care, allowing them to continue living in the community.

- 6,229 adults received Medicaid
- \$65,800,608 paid to 451 providers for elderly and disabled

Special Assistance

Special Assistance is a supplement to help cover the cost of care for individuals in adult care homes. Independent living is not a safe option for these individuals, yet they do not require skilled nursing level of care.

- 225 aged persons received assistance monthly
- 165 disabled persons received assistance monthly
- \$447 average monthly payment

Low-Income Energy Assistance

Low-Income Energy Assistance is a one-time cash benefit to help qualified households with heating expenses.

- 2,759 households approved
- \$78 average payment

Crisis Energy Intervention

Crisis Energy Intervention provides assistance to qualified households during extreme heating or cooling emergencies. Payments are made directly to vendors for households experiencing life-threatening or health-related emergencies due to weather conditions.

- \$203,406 allocated for program
- 1,140 unduplicated households assisted
- 1,344 includes duplicated households assisted
- \$178 average payment per household

More than a Meal, it's nutrition for body and soul

We first met Ella Mackey and her husband, Sam, in 1998 after receiving a referral from her daughter-in-law who lives in Raleigh. Mrs. Mackey was the full-time caregiver for her husband who had Alzheimer's. She was devoted to caring for Sam, and determined to enable him to stay at home and avoid a nursing home.

Mrs. Mackey had recently been in the hospital with pneumonia. She also suffers from deterioration in her spine due to osteo-arthritis and spinal stenosis, as well as heart and kidney problems. Caregiving was taking a toll on Mrs. Mackey and she agreed with Sharon Smith, a clinical social worker for In-Home Services, that she could use some assistance.

Sharon registered the aging couple for Meals on Wheels. At this time, she completed an assessment of needs for both Ella and Sam. A person needs nurturance beyond just food. With this awareness, Catawba County Social Services offers an array of services to provide continuum of care for the elderly and disabled.

Sam Mackey needed In-Home Aide Services. His aide helped with general housekeeping and personal care, freeing some of Mrs. Mackey's time to devote to caring for her husband. Eventually, Mr. Mackey's care needs increased. He was referred to Adult Day Care but continued his personal



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care services. When Sharon learned that Mr. Mackey was having difficulty using the commode in his bathroom, the Adult Fund helped purchase a bedside commode for him. His Meals on Wheels ended when he started the Adult Day Program, but Mrs. Mackey continued receiving Home Delivered Meals through Nutrition Services.

"The volunteers are always so nice and they always stay at least five minutes for a visit," says Mrs. Mackey. "They ask how I am and how things are going. They don't just drop the meal off and go. They really care and are really interested."

In 2000, Sharon reported a noticeable decline in Mrs. Mackey's health and her ability to walk and move about. She recommended and helped in making arrangements for Mrs. Mackey to receive personal care services.

"The aide I have, I don't know what I'd do without her. I feel she's a member of my family," explains Mrs. Mackey. "I guess I would've ended up in a nursing home without her. My son lives over four hours away and he can't take care of me. So I really don't have anyone except Social Services and the help you offer me."

When clients become involved in our Nutrition Services programs, they receive much more than a meal. They receive case management services from a social worker. And they receive what many refer to as "nutrition for the body and soul." We seek to improve nutrition and health in our clients, reduce social isolation, offer educational and wellness programs, and make sure that our clients receive a warm smile and our friendly support each and every day.

Mr. Mackey died in July 2001 after a series of strokes. Before he died, Sharon made arrangements for him to receive Hospice Personal Care on the weekends and Personal Care Services through the week, offered by the Home and Community Block Grant. However, Mr. Mackey died before implementation of these services. Still, Hospice assisted Mrs. Mackey with post-death issues and Social Services continued with Meals on Wheels and personal care services.

In 2002 after suffering a stroke, Mrs. Mackey lost her vision. She says the loss of her vision is more devastating to her than any of her other health problems. At this time Sharon made a referral to Independent Living for modifications to the home. Mrs. Mackey received physical therapy but needed support adjusting to this new challenge. Sharon felt



that Mrs. Mackey would enjoy listening to books on tape to help occupy her time. And she does enjoy them thanks to a referral to Services for the Blind.

"I listen to my books on tape all the time," she says.

Mrs. Mackey graciously expresses her appreciation for all the services

and frequently tells others about how Nutrition Services brought her "so much more than a meal." Through Meals on Wheels she learned about the other services available for her and her belated husband—Nutrition Services, Aid to the Blind, Case Management, Adult Day Care, Adult Fund, In-Home Aide Services, and referrals to programs such as Hospice.

"I don't know what I would do without it. I guess I would just eat cereal and sandwiches all the time. But Meals on Wheels brings me all kinds of nutritional meals with food like meat and vegetables. The food is very good and very nourishing," says Mrs. Mackey, adding that she gets so much more than just a meal from the program. "One volunteer sent me flowers with a note saying 'I love you and God bless you.' That really meant a lot to me. I've had so many wonderful things done by the volunteers. And they never forget us."

Mrs. Mackey has benefited from her visits with the Meals on Wheels volunteers, a long and established relationship with her social worker, and the other services made available over the years. Catawba County Social Services is proud to partner with Mrs. Mackey to ensure her continued independence, choice and self-sufficiency.

